Be a part of

smarter, better healthcare.

Strategic Plan - March 31, 2017

eHealth Saskatchewan

eHealth
Saskatchewan

Vision.

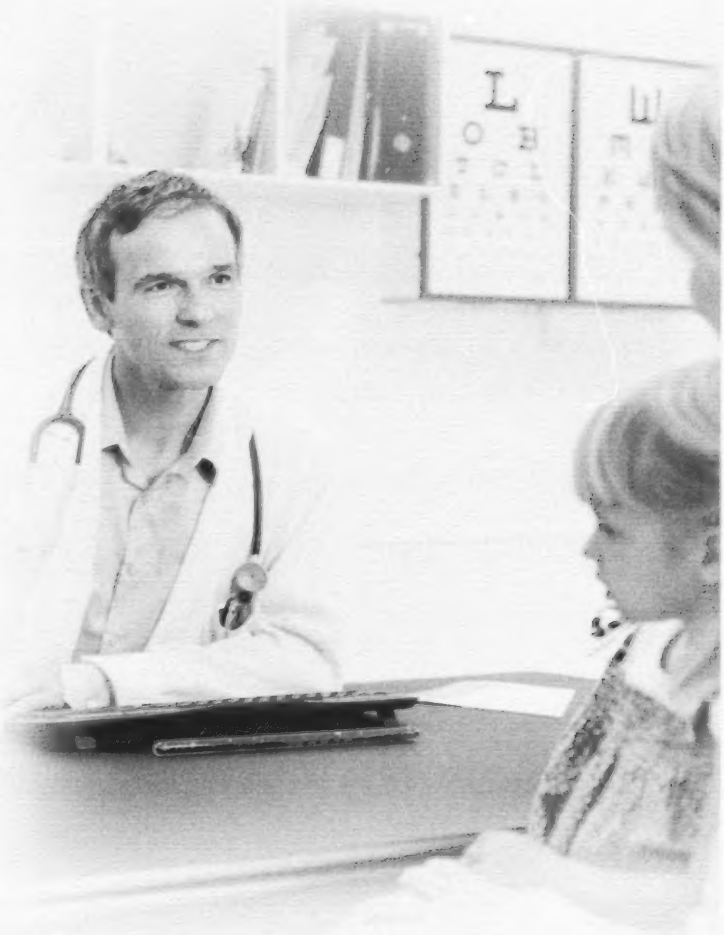
Empowering Patients, Enabling Care.

Mission.

Making patient information
available electronically to patients
and their health care team.

Values.

Respect
Engagement
Excellence
Transparency
Accountability



eHealth Themes.

1. PATIENT FIRST.

The patient is the ultimate beneficiary of eHealth's efforts. Have a visible and meaningful impact in improving the efficiency, quality and safety of patient care.

- **patient empowerment** - influence and direct involvement in the patient's own care
- **patient safety** – evidence based health care, reduced risk of patient harm
- **quality of care** – patient satisfaction
- **coordination of care** – coordination of activities and information sharing among providers
- **availability** – equal access, reduced wait times, better use of services

2. PARTNER WITHIN HEALTH SYSTEM.

Help and support eHealth's Stakeholders and Customers in the healthcare system.

- **responsiveness** - demonstrate a culture of customer responsiveness
- **cooperation** - work cooperatively with all eHealth's Stakeholders and Customers, specifically with Regional Health Authorities (RHAs)/Saskatchewan Cancer Agency (SCA) and 3sHealth
- **collaboration** - work in collaboration with 3sHealth and RHAs/SCA to ensure coordination and best use of system resources.

3. TRUSTED.

Ensure privacy, security and data quality issues are addressed.

- **security and confidentiality** - protect the security and confidentiality of personal health information.
- **data quality and integrity** - ensure data is accurate and complete.
- **data governance** - have appropriate governance structures in place, starting with trusteeship and data sharing protocols.

4. LEAN.

Be efficient in our own operations.

- **lean** - use Lean principles and processes to improve efficiency; eliminate waste.
- **broad view** - focus on what is good for the health system as a whole.
- **sustainable** - reliable, scalable, sustainable infrastructure
- **avoid duplication** - avoid duplication of effort and resources.

Strategic Initiatives.

(to March 31, 2017)

PATIENTS FIRST.

1. GET PATIENT INFORMATION TO HEALTHCARE PROVIDERS.

- to Physicians, Pharmacists, Nurse Practitioners and other healthcare providers whether they are in the community or working for an RHA or SCA – move quickly where information is already available
- expand the patient information that is easily available to healthcare providers

By March 31, 2014 eHS portal will be available to all approved (by trustee or patient) health care practitioners providing health care to Saskatchewan patients.

By March 31, 2015 Lab, community dispensed drugs and diagnostic imaging reports will be available and, where required, stored in EMRs, SCM and PHC solutions.

By March 31, 2015 information flow between physicians' EMRs and other health delivery settings will be available.

By March 31, 2015 a method will be available to ensure that all test results that affect a patient are directed to their primary care provider.

2. USE TECHNOLOGY TO ASSIST PATIENTS DIRECTLY.

- telehealth – direct patient to physician communication
- patient portal (ex. Lab tests available directly to patients)

By March 31, 2014, eHealth will develop a 3-5 year vision and create a roadmap for patient empowerment via eHealth Patient Portal including marketing, engagement, funding, scope, roadblocks and opportunities. Patient and family advisory group identified and participates in the development of the vision.

By March 31, 2015 implement a solution province-wide that would allow patients and physicians to communicate directly.

Strategic Initiatives.

(continued)

PARTNER WITHIN HEALTH SYSTEM.

3. SUPPORT eHEALTH'S STAKEHOLDERS AND CUSTOMERS TO IMPLEMENT AND MAINTAIN TECHNOLOGY (EX. SUPPORT RHAS, SCA AND MOH AND SUPPORT SMA EMR PROGRAM).

By March 31, 2014, customers recognize eHealth's unique contribution to the transformation of the health care system, to ensure long term solutions that have sustainability and growth capability – contributing to the four betters (better health, better care, better value, better teams).

By March 31, 2016 eHealth will work with RHAs/SCA to implement core systems (ADT, Pharmacy, RIS/PACS, Lab and SCM – ER Module) in all facilities where the region wishes to implement.

By March 31, 2017, in cooperation with 3sHealth and RHAs/SCA, work on common IT solutions.

4. COMMUNICATE WITH eHEALTH'S STAKEHOLDERS AND CUSTOMERS TO AVOID DUPLICATION, MISUNDERSTANDING, ETC.

By March 31, 2015 eHealth will have fully participated in any 3sHealth review of regional IT services within the health sector.

By March 31, 2016 eHealth will have established an ongoing process, including provision of a "master schedule", to ensure that IT implementations within the health system are coordinated and requirements understood for all RHAs and sites where eHealth and the RHAs choose to work together.

Strategic Initiatives.

(continued)

TRUSTED.

5. USE SECURE SIMPLE SIGN-ON.

By March 31, 2016 a simple sign-on process will be implemented which allows users to maintain a single log-on name and password.

LEAN.

6. SUPPORT SASKATCHEWAN HEALTH SYSTEM'S LEAN INITIATIVE AND USE LEAN METHODOLOGIES AND PROCESSES TO SUPPORT THE ROLL-OUT OF TECHNOLOGY TO THE HEALTH SECTOR.

By March 31, 2016 eHealth Saskatchewan will have participated in various Lean initiatives to assist in transformation of the health system as we implement the Saskatchewan Lean Management System.

By March 31, 2016 all information technology projects will focus on the seven flows of medicine as part of the implementation plan.

Strategic Considerations.

eHealth Saskatchewan recognizes that the above targets are subject to mutual cooperation of eHS and healthcare organizations and professionals beyond the control of eHS. eHS will cooperatively determine with the healthcare organization what services are desired and when. We will then work in cooperation to schedule these initiatives.

Where eHS faces barriers that are beyond eHS's control, eHS will take the issue as far as possible, document the concerns and provide clear recommendation(s) on what needs to be done to move forward.

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